
National Patient Information Reporting System: National Data Warehouse

Service Level Agreement

NDW Workload/User Pop Data Mart

Version 2.0

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Department of Health and
Human Services

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Document Information

Revisions/Rescissions

Revision

Exceptions to Procedure

None

Review

This document will be reviewed annually to maintain its currency and will expire in three years from the date of its approval.

Automatic Rescission Date

This document will be rescinded three years from the date of its approval.

Supersedes

Production and Test Environment Based Data Marts V1.0, May 2007

Version History

Version	Date	Notes
1.0	May 2007	Initial version, part of the Production & Test Environment Based Data Marts SLA.
2.0	February 2008	Workload/User Pop Data Mart information was removed from the V1.0 SLA to this document and updated for the FY 08 Bridge contract. COTR acceptance April 10, 2008

Signature Page

This signature page represents the acceptance of this Service Level Agreement. In signing this document, all parties agree to the Service Level Agreements detailed within this document.

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Date

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Date

1. Overview

The Indian Health Service (IHS) has requested that the National Patient Information Reporting System (NPIRS) Primary Contractor provide a Service Level Agreement (SLA) for those data marts that the NPIRS primary contractor maintains and supports. This Service Level Agreement sets expectations between the authorized users and the NPIRS Primary Contractor, as agreed to by NPIRS Program Management.

Within the context of this document, the **Workload/User Pop Data Mart** is defined as the end “product” received by the customer. This Service Level Agreement sets forth the service level expectations for this mart.

This Service Level Agreement addresses the following aspects of **service**:

- Availability
- Monitoring
- Status reporting
- Preventative and corrective maintenance
- Infrastructure support and interface management
- User access
- Data mart refreshes
- Change management
- Knowledge management
- Help Desk user support

In addition, this Service Level Agreement addresses the following **management elements**:

- Service tracking & reporting
- Addressing service information
- Resolution of service-related disagreements
- How agreements will be reviewed and revised

This is an “internal” Service Level Agreement (IHS customers of NPIRS, or support provided on behalf of the NPIRS Program Manager) that establishes the service levels that can be expected, as well as the communications and corrective action that will address any interruptions in these service levels, to satisfy the Indian Health Service contract obligations.

2. Design and Operation of the Workload/User Pop Data Mart

2.1 Content

A separate set of database tables have been created which contain the data required for Workload and User Pop reporting. The listing of reports that are available on the web site can be found in *Userpop and Workload Reports*, Version 1.0.

2.2 Access

Customer access to Workload and User Pop reports will be through an IHS National Data Warehouse intranet web site.

3. Service Level Agreement

3.1 Time Period

As of the date of approval, this Service Level Agreement will be reviewed annually, to maintain its currency.

3.2 Services Included

Services include:

- Ensuring availability of the Workload/User Pop Data Mart reports
- Status reporting, as required, to report service levels for the Workload/User Pop Data Mart.
- Performing preventative and corrective maintenance to ensure system and data integrity.

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- Controlling and monitoring user access to ensure privacy, as restricted by National and Area level data access
 - Refreshing data per schedule.
 - Implementing change management, utilizing industry standards, including System Development Life Cycle (SDLC) processes and user notifications.
 - Help Desk user support will include assisting authorized users with access issues and general system information as required.

3.3 Availability

Access to the Workload and User Pop reports are available to authorized users through the website 24 hours a day, seven days a week, except for various, occasional periods required for maintenance purposes and for the update of the website with new reports.

3.4 User Support

The NPIRS Primary Contractor will provide user support between the hours of 9:00 AM MST and 6:00 PM MST, Monday through Friday.

3.5 Status Reporting

Status reporting will be included in the monthly NPIRS System Performance Report. For services stated within this Service Level Agreement, reporting will include:

- System availability (including database space metrics)
- Issues/problems (including resolution and turn around time)
- Exceptions to monthly refresh, including date/time
- Any system maintenance to optimize performance or prevent potential problems

3.6 Preventative and Corrective Maintenance

Continuous process improvements occur as new technology emerges and customer needs are better understood. This agreement between the NPIRS Primary Contractor and authorized Workload/User Pop Data Mart users ensures that any enhancements or corrective activity implemented to processing within NPIRS will be applied to the data mart structure/processing when available and appropriate, along with appropriate documentation and release notes. A Life Cycle Management document will discuss specific technology and processing enhancements in detail.

3.7 User Access

Users with general HIS Intranet capability have access to the Workload/User Pop reports.

3.8 Data Refresh

The Workload and User Pop web based reports will be refreshed as per the schedule developed by Headquarters/DPS which can be found in “*Schedule for Production of FY YYYY User Population Estimates.*”

3.9 Change Management

Industry-standard System Development Life Cycle (SDLC) methodologies and procedures will be utilized to implement enhancements or corrective application/database changes. This includes appropriate development and test environments, unit and acceptance testing, and change documentation (release notes, white papers, and user guide updates, as appropriate). Documentation will be stored and available on request of NPIRS Program Management.

3.10 Knowledge Management

Authorized Workload/User Pop Data Mart users will have access to information to assist in understanding reports, delivery, and data. Additional information concerning the lineage of data received by the NDW to inclusion in the Workload/User Pop Data Mart will be provided.

In addition, User and Technical Guides will be made available for the Workload/User Pop Data Mart.

3.11 Help Desk User Support

The NPIRS Primary Contractor will acknowledge general requests within one (1) workday of the request from the authorized Workload/User Pop Data Mart user. This will include providing status, a tracking number, and at least an initial proposed interim action together with an anticipated plan for how a final resolution will be pursued.

Note: The exception to this agreement would be critical path processing or system outages that would elicit an immediate response.

4. Management Elements

4.1 Service Tracking & Reporting

NPIRS Program Management will be provided with various reports to confirm that service level agreements were met, in addition to having access to internal documentation to confirm that service performance methodologies were utilized.

The NPIRS Primary Contractor will maintain all Workload/User Pop Data Mart related program activity on a public directory for access by NPIRS Program Management. This directory will include all System Development Life Cycle (SDLC) documentation to assure adherence to IHS and industry-wide technology standards.

4.2 Addressing Service Information

NPIRS Program Management will be the point of contact for reviewing and addressing service information related to the Workload/User Pop Data Mart service level agreements. NPIRS Program Management will address any concerns to the NPIRS Primary Contractor for clarification or resolution, if service level performance is in question.

4.3 Resolution of Service-related Disagreements

NPIRS Program Management will be the point-of-contact for resolving any differences that may arise regarding service levels. This should be initiated by the party questioning the service level performance, and include documentation explaining the difference between the service level promised and the service level received.

NPIRS Program Management will review this information and take appropriate action to resolve the difference, including meeting with the parties to facilitate resolution.

4.4 How Agreements will be Reviewed and Revised

This agreement will be formally reviewed and revised annually. Additional review may be required, and the authorized Workload/User Pop Data Mart user or the NPIRS Primary Contractor may request this review from NPIRS Program Management. NPIRS Program Management will determine whether additional review is necessary, based on the information provided by the initiating party.

4.5 Future Technologies and Directions

As new technologies become available, this SLA does not prevent the NPIRS Primary Contractor from providing these technologies or enhancements. The Primary Contractor will continue to work toward providing and improving overall service and delivery of data. These services may include improved or enhanced interfaces, web access, or user documentation and/or training.